

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HEALTH AND RECOVERY SERVICES ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Organizations

Memorandum No. 07-04
Issued: February 13, 2007

From: Douglas Porter, Assistant Secretary
Health and Recovery Services
Administration (HRSA)

For information, contact:
800.562.3022 or go to:
<http://maa.dshs.wa.gov/contact/prucontact.asp>

Supersedes # Memorandum: 05-101 MAA

Subject: Chronic Care Management (CCM) Program

Effective January 1, 2007, the Department of Social and Health Services (DSHS), through the Health and Recovery Services Administration (HRSA), implemented the new Chronic Care Management (CCM) program to take the place of the former Disease Management program. CCM provides an additional resource to eligible clients' current health care. There are approximately 65,000 fee-for-service (FFS) clients in Washington who may qualify to participate in this program.

Note: For the month of February 2007, CCM clients received a Medical Identification (ID) Card indicating "PCCM". This was an error. The CCM clients are still in the FFS program.

What is the Chronic Care Management (CCM) program?

In response to a 2006 Governor's directive, HRSA has implemented the CCM program to take the place of the discontinued Disease Management program¹. Using "lessons learned" from the original program and provider input, the focus of the program has changed from a disease specific program (e.g., asthma, diabetes, heart failure) to a more holistic program.

Program components include:

- Predictive modeling, which is a method of analyzing clients' historical use of healthcare services in order to predict future costs;
- Care management for high- risk clients with multiple or complex needs; and
- Medical home support services for clients and providers.
- Coordination with a client's other healthcare providers, including mental health and chemical dependency providers.

¹ HRSA implemented a Disease Management program in 2002 as the result of a Legislative directive. That program ended on June 30, 2006.

Client Eligibility

To participate in the CCM program, a client must:

- Be a recipient of one of the following two medical eligibility programs:
 - ✓ The supplemental security income (SSI) program; or
 - ✓ The general assistance with expedited medical categorically needy (GAX) program;
- Be identified through a process of predictive modeling as being at high risk for high medical costs as a result of needing medical treatment for multiple conditions; and
- Agree to participate in the program. Clients will not be considered an active participant in CCM unless they agree to participate.

Who provides CCM?

HRSA has contracted with the following two vendors to provide CCM services both at the local level and statewide level:

Local CCM program: The City of Seattle, Aging and Disability Services (ADS) doing business as King County Care Partners

ADS provides the following:

- A medical home infrastructure program for clients through a provider network in King County; and
- Focused, time-limited care management services to clients determined to be at high risk for costly medical services and traumatic medical events.

Statewide CCM program: United Healthcare Services doing business as Americhoice

Americhoice provides the following:

- Predictive modeling services and focused, time-limited care management services for up to 3000 high risk clients statewide; and
- Assistance to clients who need to locate a medical home.

Scope of Services

HRSA and the contracted CCM vendors:

- Identify through the predictive modeling process, clients who have one or more chronic conditions and who are likely to become more seriously ill due to a combination of medical, social, and functional problems;
- Work with the identified clients and their primary care provider (PCP) to improve and develop skills to better manage their health conditions. If the client does not have a PCP, the CCM vendor will work with the client at the local level to establish a medical home and gain access to necessary specialty care.
- Work with case managers in other DSHS divisions to ensure the coordination of services being provided to clients with multiple co-morbid conditions and functional disabilities. Clients in the eligibility group for this program may be receiving services from another HRSA division, such as the Mental Health Division or the Division of Alcohol and Substance Abuse.

Participation in the CCM Program

All fee-for-service (FFS) clients meeting the eligibility requirements are evaluated by the program's predictive modeling component. Clients determined to be at the highest risk for serious illness and high medical costs are assessed on a quarterly basis and referred for participation in the CCM component of the program.

Providers may also refer clients who might benefit from this program by calling Veronica Foster-Jones at 360.725.1648. These clients will then be screened as eligible participants.

Clients may request participation in the program or decide to end their participation in the CCM program at any time by calling the Medical Assistance Customer Service Center (MACSC) at 800.562.3022.

Clients who are not enrolled in a managed care plan have the right, with certain restrictions, to choose the providers from whom they receive services. 42 U.S.C § 1396a (a)(23)(A); 42 C.F.R. §431.51 (b). Clients in HRSA's Patient Review and Restriction (PRR) Program may be enrolled in the CCM program and will continue to be restricted to one primary care provider, one pharmacy and/or one hospital.

Payment for CCM Services

Payment for CCM services does not constitute a duplication of payments made to public agencies or private entities under other program authorities. Only the two contractors listed on page one of this memorandum are eligible to provide this service and be paid by the Department.

Who do I contact about the new program?

Providers may contact Shirley Munkberg, the Clinical Manager for the Office of Care Coordination's CCM Program. She can be reached at munkbsa@dshs.wa.gov or 360.725.1648.

How do I conduct business electronically with HRSA?

You may conduct business electronically with HRSA by accessing the WAMedWeb at <http://wamedweb.acs-inc.com>.

How can I get HRSA's provider documents?

To obtain HRSA's provider numbered memoranda and billing instructions, go to HRSA's website at <http://maa.dshs.wa.gov> (click **Billing Instructions/Numbered Memoranda** or **Provider Publications/Fee Schedules**).

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